

Shutesbury Broadband Committee –Executive Session		
11.19.2018	6:15 PM EST	Shutesbury Town Hall
Facilitator	Gayle Huntress	
Minute Keeper	Asha Strazzero-Wild	
Committee Attendees	<input checked="" type="checkbox"/> Gayle Huntress <input checked="" type="checkbox"/> Asha Strazzero-Wild <input checked="" type="checkbox"/> Craig Martin <input checked="" type="checkbox"/> Frank Cintino <input checked="" type="checkbox"/> Steve Schmidt <input checked="" type="checkbox"/> Ayers Hall <input checked="" type="checkbox"/> Graeme Sephton <input checked="" type="checkbox"/> Eric Stocker <input checked="" type="checkbox"/> Kent Whitney	
Other	Becky Torres, Town Administrator Matt Crocker, Crocker	
No minutes to approve this week		
Notes	<p>Executive session – follow up and questions with Matt Crocker</p> <p>NO and ISP for Mt Washington- what are the advantages and disadvantages?</p> <ul style="list-style-type: none"> <li>• Reduces some work; both ISP and NO monitor the full network.</li> <li>• Decreases costs to have one org do both.</li> <li>• Didn't staff up for Mt Washington- only 100 customers</li> </ul> <p>First time we did a lot of things in Leverett Matt can do the hardest stuff and is training up the team; team is ready, willing, and able- 3 core teams: end user customer support (tier 1,2 techs), VOIP, core network (sometimes Matt works on this)</p> <p>Calix- from Matt, if you go with them, recommendation to put stuff in the cloud</p> <p>Staff: Hiring more- is this a growth trend?</p> <ul style="list-style-type: none"> <li>• Henry left, Tim going on 10 years, Andrew new, Brian a few years- staffed up, old staff left</li> <li>• Focusing on Ethernet technology so really drilling in here</li> </ul> <p>TriWire Relationship</p> <ul style="list-style-type: none"> <li>• Working with them on an off on a couple different projects</li> <li>• Best response from this group; newer in the space and motivated to get in work here; flew up an exec to meet team</li> <li>• Haven't worked with them yet on this type of a project</li> <li>• Mt Washington contracted with NextGen</li> </ul> <p>Bucket trucks</p> <ul style="list-style-type: none"> <li>• Crocker does not have a bucket truck so all outsourced</li> <li>• Lots of other companies running with 1 person</li> <li>• Why are you enforcing two? Substantial difference in pricing</li> <li>• Matt to get more info here</li> </ul> <p>Maintenance</p> <ul style="list-style-type: none"> <li>• Review multiple proposals and tiers here- internet and/or phone service- there is a cost to get them combined. Then on top of that is the MLP fee (set by Shutesbury- would vary if we do a flat rate or not).</li> <li>• If we split NO and ISP- HG&amp;E and Calix are both good; they are the only other local groups – WG&amp;E using Nokia. Stil cutting teeth out here/ state.</li> <li>• Feel like we did a lot of the work so we need to get tighter on the roles and responsibilities. We take calls but then we dispatch over to HG&amp;E to roll out repair.</li> </ul> <p>What changes in retrospect?</p> <ul style="list-style-type: none"> <li>• Initial contract was new- pretty lax on requirements and that came back to bite us. Need to tighten a lot of stuff up.</li> </ul>	

- Should have had an amendment to cover email....
- Walk through specific subscriber credit situation that led to the termination of the contract there
- Feel like Leverett MLP didn't want us from the beginning

Are you going to replace Bill?

- Eliminated position; promoted Tom internally but don't need a Dir of Sales

Discussion about school internet- sorry I kinda missed this.

Action Items	Person Responsible	Deadline
Matt to follow up with John on 2 ppl requirement for the bucket truck		
Follow up with Calix on CMS- Matt didn't have the best impression of them????		

#### MEETING WRAP UP

##### Set Next Meeting

	December 18 <sup>th</sup> : Budget meeting with SB on 12/18
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